

**DOCKET NO. 11157SSUS02C (NORT10-00349)**  
**Customer No. 33000**

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:                   :       K. Scott Ramey, et al.  
  
For                                       :       METHOD, APPARATUS, AND ARTICLE OF MANUFACTURE  
  FOR WEB-BASED CONTROL OF A CALL SERVER

**MAIL STOP PATENT APPLICATION**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**PRELIMINARY AMENDMENT**

Please amend the above-identified application as follows: